

The DEScriber



Quality Counts

The 2002 Spirit of Excellence
Governor's Awards Program
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Residential Program
Partnership

See page 6

Child Welfare Training Academy

Strong system of collaboration
and partnership
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In Brief

**We recognize
that children
are our
greatest
natural
resource.**

Legislature Approves Seven DES Bills

The 2001 Legislative Session proved to be a successful session for DES sponsored legislation. DES brought before the Legislature issues that ranged from child welfare to authority to sell the rights of the Accounts Receivable Integrated Collections System (AIRCS). The Legislature passed seven of the eight DES sponsored bills. The following is a summary of the bills:

CHILD WELFARE

Allows DES to provide for the cost of care for children placed under a voluntary placement agreement into group homes, including residential treatment centers, to meet the individual placement needs of the child.

CHILD SUPPORT ENFORCEMENT

- Authorizes DES to impose a \$25 penalty, plus any bank charges, on an obligor who submits to the Clearinghouse an insufficient funds check.
- Authorizes DES to issue a limited income withholding order on an employer who has been served with an income withholding order or order of assignment, and is holding a lump sum payment for an obligor who owes child support. The benefit would be an additional means of payment of child support. Removes the requirement for employers to notify DES of a lump sum payment and hold the payment for 30 days while DES decides whether to issue a limited income withholding order; delays implementation until January 1, 2002.

CHILD CARE ADMINISTRATION

Requires that unregulated child care home providers (cares for less than 4 children) who voluntarily register with DES obtain a DPS fingerprint clearance card and submit to a CPS Central Registry check for substan-

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Director's Column

By: John L. Clayton

You may know that I have been spending much of my time over the past months participating in the legislative session. I am very pleased to report that the session produced some noticeable achievements for the department and especially for those we serve. Here are some major legislative accomplishments:

- By now, most of you are familiar with the outcome of the Governor's priority and the legislative process to increase state salaries. The employee pay increase will total over \$145 million over two years. This is the largest pay increase for state employees in fifteen years. Full-time employees will receive a minimum of \$1,500 or 5%, whichever is greater, each year over the next two years. The salary adjustments will be effective April 1st of 2002 and 2003. This means that over the next two years, full-time state employees will receive a minimum of \$3,000 or 10.25% in salary increases. The increases will apply to part-time positions on a prorated basis.
- In addition to this success, the legislature acted on our budget request for increased funding for elderly services. A \$1.7 million increase to the non-medical, home and community based program will allow us to generate additional matching funds of \$1.8 million to help meet ever-increasing needs of elderly Arizonans.
- We were also successful in obtaining funds for our Training Academy, an important component of our child welfare system that I have promoted since my earliest days as Director. The Academy will strengthen our training curriculum and allow staff the opportunity to complete their training prior to carrying a caseload. Another major achievement was the increase in CPS staff. This staffing level, as well as the Academy, will reduce the high caseloads carried by our staff and will allow us to meet Child Welfare League of America accreditation standards. Additional CPS staff will also enable DCYF to monitor children in placement through monthly visits and to more quickly place children in permanent homes through reunification with their families, adoption or guardianships.
- We will receive over \$41 million in childcare monies over the next two years to enable us to meet market rates and provide even better quality services.
- We also received additional funds for DDD long Term Care and TANF-related Food Banks

We have made significant progress in improving legislative awareness of the needs of the citizens we serve, but we cannot assume the job is anywhere near completion. During the coming months we will continue to work with state legislators to address the issues facing the department.

One final word about this past legislative session. I cannot emphasize strongly enough how much I appreciate the efforts of DES staff, the Governor's office, and key legislators who worked on our legislative agenda. Working with all of you has been energizing and exciting and I look forward to new opportunities in the future.



**This is the
largest pay
increase for
state employees
in fifteen years.**

A Successful 2001 Legislative Session for DES

DES from page 1

tiated abuse or neglect. Provider must also sign affidavit regarding completion of CRP and First Aid training and verify fenced pool, if applicable.

DEVELOPMENTAL DISABILITIES DIVISION

The Department shall annually evaluate the need for a secure facility; if the Department identifies at least 25 persons that meet the criteria they shall request funding for a secure facility. If monies are NOT appropriated in FY 2002-2003 the bill includes a conditional repeal of the original statutes.

72 HOUR TECHNICAL CORRECTION

Conforming changes to notification to be consistent with last year's policy change that requires dependency petitions be filed within 72 hours, excluding Saturdays, Sundays and holidays.

WELFARE; WHEELS TO WORK

Requires DES to explore all other transportation options before referring a participant to the Wheels to Work Program; restricts participation to Arizona residents; prohibits transfer of title to the program participant unless the participant has complied with terms of the lease; and allows the private entity to purchase vehicles for program use, makes the entity fully responsible for purchased vehicles and excludes the entity from the tax credit for vehicles donated to the program.

AUTHORITY TO SELL COLLECTION SYSTEM

Provide authority for DES to sell the rights of their Accounts Receivable Integrated Collections System (ARICS) to other states, including design, development, installation, operation, and related services. Includes the Emergency Clause. Amended to stipulate that 50% of monies collected from the agreement shall be deposited in the PAC Fund and 50% in the state general fund.

WELFARE

Proposes to exempt certain minors who have been determined ineligible for cash assistance in the TANF Cash Assistance program, commonly referred to as the Family Benefit Cap. Minors may become eligible when the following circumstances prevent the parent from continuing to provide care for the following four groups:

- When the minor is legally abandoned;
- When the minor's parent(s) are deceased;
- When the minor's parent(s) are incarcerated;
- When the minor's parent(s) begin receiving SSI payments.

These minors are currently eligible for only supportive services in the TANF CA program, such as Child Care and Child Support Enforcement.

Operation Ozone Has Arrived

Operation Ozone is the annual summer pollution prevention program conducted by Capitol Rideshare under the guidance of the Governor's Office. Every year, the purpose remains to reduce summer ozone pollution.

We have been successful the past four summers in reducing ozone pollution. We have not had any "ozone exceedances." An "exceedance" is issued by Maricopa County and the Environmental Protection Agency (EPA) and it means that the quality of our air has reached a critically unhealthy level. If our air quality is getting near critically unhealthy, an Ozone Advisory will be issued. That means that we are very close to an exceedance so we must take immediate action. The Ozone Advisory will be issued for the following day. Employees may hear about the Alert via email, fax, posted signs, or from their supervisor.

Let's work together to make Operation Ozone a success - for all the Valley of the Sun.
For more information, please call Capitol Rideshare at: **602.542.RIDE.**

DES

Pride Employees of the Fourth Quarter in 2000

Dayna Linton, Division of Employee Services and Support

"During the past quarter Dayna has been the only investigator in the Office of Special Investigation (OSI) that is doing both unemployment insurance cases and fraud prosecution cases. She has completed 8 fraud prosecution summary reports and 8 unemployment prosecution summary reports during this time. She has also completed 6 fraud reports of investigation and 1 unemployment report of investigation. Dayna's completed fraud cases have resulted in a savings to the state of \$28,000 and the unemployment cases have saved \$15,000 for a total saving of \$43,000 during the past quarter. Dayna assisted with the fraud training of the field staff, assisted other investigators with fraud cases and has taken the lead when her supervisor is unavailable."

Judy Cavin, Division of Aging and Community Services

"Consistently exceeding performance expectations regardless of difficult circumstances, Judy will always get the job done. Judy is a kind, caring and compassionate person that can be counted on by her co-workers for assistance in resolving difficult situations involving clients, staff or community. Judy is a member of DES Quality Champions, District III Employee Satisfaction Team, was the first recipient of the Districts Quality Initiative Award and for the past three years chaired the SECC. Judy goes beyond the expectations of her position. She has a commitment to our clients, staff and her community. Judy always finds a way to get it done better."

Jane W. Sorlien, Division of Benefits and Medical Eligibility

"Jane has voluntarily worked on absent examiner desks and has closed an extraordinary amount of cases. In doing so, she has helped the claimants receive timely decisions and has inspired others in her unit to do more. Performance factors require that an examiner close 11 cases per week to meet expectations. Jane will adjudicate more than 15 cases per week consistently. Jane epitomizes the ultimate team player and she has certainly improved employee morale. Jane you are an excellent worker."

Les Nelson, Division of Employment and Rehabilitation Services

"Les is always cooperative, helps without being asked and has a very positive attitude. As a Client Advocate, he takes every client call seriously and with care. He is very committed to his job and inspires other to have a better attitude about their job. He is a true team player. His job sometimes requires that he re-type letters and take numerous calls from the same client, but he does these tasks without a complaint. He has a creative manner of working with clients and is able to calm them down when it is needed. I truly believe that he is a deserving candidate to be named Employee of the Quarter."

Shon Thompson, Division of Business and Technology Services

"Shon has provided the Business Systems Administration (BSA) with incredible customer service and helped us in turn provide service to the Financial Services Administration (FSA) in a critical project. During the course of using Budget Schedules, we called upon Shon countless times for assistance. Every issue we brought to him, he resolved it. On top of that, because this project is critical and has so many tight time-frames attached to it, he resolved each issue immediately and kept us going. Shon is always kind, gracious and forever patient. He is a remarkable person and a tremendous employee."



Pride Employees of the Fourth Quarter in 2000

Andy Wangrycht, Division of Child Support Enforcement

"Andy developed the recently issued Centralized Payment Processing Desk Aid Contact Page and Unit Function. This two-sided information page is probably the most efficient information guide ever produced by the Division. Andy listed contacts for most finance functions and contact units for each. Included are phone numbers, sysm ids, and fax numbers. This two page guide on durable laminated neon green paper makes it easy for all users to know who to contact for various reasons. Andy has done an outstanding job. His attitude is consistently positive even when facing extreme challenges. We should have more people like Andy around. He is an asset to our DES and the user community.."

Sue Bass, Division of Children, Youth and Families

"Commitment to people, leadership, innovative, teamwork, employee morale and customer service are a few of your qualities. As an active member of various community and interagency committees you strive to develop ways to better serve the children and families you serve. You are extremely knowledgeable of policy and procedures, CHILD applications as applied to investigation resources and alternative possibilities. You are considered to be compassionate, professional, supportive, solid, a team player and known by all as 'totally reliable'. You are being recognized for the way you manage your co-workers' work-load and their needs."

Ben Levine, Division of Policy and Program Development

"Ben is considered to be an expert on Arizona's Welfare Reform and has been able to respond at a moments notice in providing critical information and facts to the Director's Office, Governor's Office and legislators. Ben's leadership has kept staff from various DES programs up-to-date on all activities involved with welfare reform, both from the federal level as well as the state level. This has not been an easy task but Ben always remains positive and willingly accepts added responsibilities."

Tammy Osterman, Division of Developmental Disabilities

"Tammy is sincerely caring about her client's physical and emotional well-being. Tammy has this wonderful gift for looking far beyond one's disability and seeing one's abilities and potential. There is no job Tammy cannot do or has not done. Tammy is known for her follow-through and her willingness to do 'whatever it takes' to get the job done. Tammy is a dedicated hard-working individual who has performed admirably in her attention to productivity and commitment to people, teamwork, employee morale and customer care. Tammy is a very special person and she should be recognized for that ."

Celia Ornelas, Volunteer of the Quarter

"Celia goes out of her way to make sure anyone who needs help gets it. She has been a tremendous asset to this office. She is a very hard worker who volunteers to help anywhere in the office. It is a pleasure to work with such a dedicated employee, an employee willing to go the extra mile, put forth the extra effort and willing to assist anyone with a smile. Celia is working as an assistant office manager at a freight company. Within the past few months she received excellent evaluations. She is a very motivated individual and has already taken computer classes and received the degree of Office Specialist."

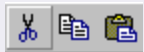
The Windows Clipboard is Everywhere

By: Richard Porterfield

Try These Tips:

Cut, Copy and Paste

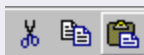
Chances are you know the shortcuts for cut, copy, and paste (Ctrl-X, Ctrl-C, and Ctrl-V, respectively). But have you ever thought about the fact that these shortcuts are universal to all Windows applications? The clipboard is everywhere!



Cut(Ctrl-X)



Copy(Ctrl-C)



Paste(Ctrl-V)

That means you can cut, copy, or paste an item not only within a single application, but also across applications. You can Cut some Notepad text and paste it into Word. You can Copy some Calculator text and paste it into Excel. You can even copy a data field from the DES Main-frame computer (using your emulation software) and paste it into an Office document.

MAKE CAPS LOCK AND NUM LOCK KEYS PLAY A SOUND

Have you ever pressed the Caps Lock key by mistake

while typing?

Before you know it, you've got an entire line of all-cap text and you have to go back and retype it

all (a lot faster than trying to re-format it). To prevent this frequent mistake, turn on ToggleKeys.



Assuming Accessibility Options are installed on your system (if not, see note below), open the Control Panel and double-click Accessibility Options. On the Keyboard tab, select Use ToggleKeys, then click OK. From now on, you'll hear a beep every time you turn Caps Lock (or Num Lock) on or off.

(Note: To install the Accessibility Options, open the Control Panel, double-click Add/Remove Programs, and select the Windows Setup tab. Under Components, select Accessibility Options, click OK, and insert the installation disk when asked. You may have to request installation by your network administrator.)

Residential Program Partnership

Community Partnership of Southern Arizona (Regional Behavioral Health Authority) and the Division of Developmental Disabilities District II contracted in December 1999 to jointly fund a residential setting for adults. The purpose of the contract is to allow adults in need of services to receive intensive community-based mental health and developmental support in community based settings. Community Psychology and Education Services is the contract provider.

Prior to the contract, adults with dual diagnoses were frequently placed in local psychiatric hospital units and/or in the Arizona State Hospital. They were not able to remain stable in the community for long periods of time.

Referrals for prospective participants in this program come from the Division of Developmental Disabilities, Community Partnership of Southern Arizona or a behavioral health provider. An admissions committee composed of representatives from each agency makes the decision based on priority of need. The program currently serves six individuals.

The program collaboration has been well received and very successful. The individuals served have remained in the community with minimal need for hospital placement.

CHILD WELFARE TRAINING ACADEMY

By: Dolores Reid and Hariett Orrel

The department now has approved funding to establish the Child Welfare Training Academy. We are very excited about moving forward with this new challenge. The Department hopes to benefit from the Academy by reducing employee turnover; increase job satisfaction; improve the quality of service to children, families, providers, the community and other state agencies. The Training Academy will have a strong system of collaboration and partnership that will incorporate other state agencies, Junior Colleges, and Universities.

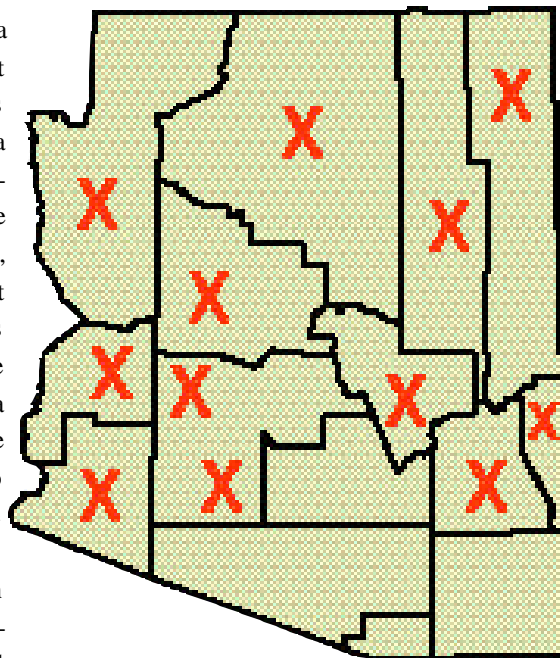
What will the Academy offer?

- New case workers will receive their initial training prior to being assigned a caseload. Subsequent to the training the case workers will be assigned a mentor who will guide and counsel them as they gain confidence.
- New supervisors and managers will receive training on child welfare issues, policy requirements, expected outcome indicators, quality assurance, case review requirements, effective and accountable supervision and personnel policy.
- Seasoned case workers, supervisors and managers will receive yearly training to introduce them to new Arizona legislation, new federal regulations, new best practices, Arizona policies and procedures and specialized training related to areas such as adoption, sexual abuse and behavioral health service delivery.

The Division will convene a focus group to include staff members who will offer input concerning training design, curriculum, learning needs and delivery of training.

Area Code Changes

I know, we're all tired of hearing about changes to Area Codes in Arizona. However, it was announced that Arizona is again going to have a new area code added. Since FMCS was already modified to include the area code on all our documents, this new change will only effect those staff located in the areas changing to the new area code (928). If you work in an area where your area code will be changing, you must go back to the User Definition (UDEF) table and update your own record with the new code. Information from Qwest indicates the Permissive Dialing date is June 23, 2001 and the Mandatory Dialing date is



January 5, 2002. If you do not

change your UDEF record, vendors and/or delivery persons will not be able to contact you if there are problems with getting your items delivered.

The only areas not affected are: Pinal, Pima, Cochise, Santa Cruz and Metropolitan Maricopa Counties. As before, with the changes in Maricopa County, you should be seeing more information from administrative staff about the change in your area.

Check your User Reference Guide for information and instructions about Updating your UDEF record. It's in the Appendix Section of each book.

DES FY 2002 & 2003 Budget Highlights

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| <p>1. Increases DDD Long Term Care by \$35.1 million in *FY 02 and \$55.3 million in FY 03 (an additional \$20.2 million in 03). Includes an unspecified reduction of \$3.8 million GF in FY 02 and \$4.1 million GF in FY 03 for waiver changes in the DDD/LTC programs.</p> <p>2. Eliminates \$300,000 *GF for Procurement Board technical assistance; support will be provided through existing DES resources.</p> <p>3. Eliminates \$1 million Arizona Works Non-TANF Administrative Performance Incentives line item; TANF incentive funds remain in other line items.</p> <p>4. Provides \$1.7 million GF per year to increase non-medical home and community-based services to the elderly. An additional conditional appropriation is made in HB 2637.</p> <p>5. Additional GF is provided to fully match the available Older Americans Grant. GF of \$46,000 in FY 02 and \$95,800 in FY 03 will bring in federal matching funds of \$554,000 and \$1,136,300 respectively.</p> <p>6. Funds 3 staff to maintain Adult Protective Services investigation rate.</p> <p>7. Appropriates TANF funds to offset reductions in SSBG for the Councils of Government (\$1 million) and Community Services Administration (\$256,000).</p> <p>8. Provides \$500,000 TANF for Food Banks.</p> | <p>9. Provides funding (GF and TANF) for 104 new CPS staff (81 case managers) and Training Academy staff in 2002. Training Academy is funded effective 1/1/02. This will bring us in at the high end of the CWLA standard of 1 case manager to 15 cases. Assumes staffing is sufficient to implement Family Group Decision Making statewide effective 10/1/01. CPS workers will be phased in unless the terms of the conditional appropriations are met.</p> <p>10. Provides 11 new adoption case managers in FY 02 and 2 additional case managers in FY 03 to maintain a ratio of 1 caseworker to 250 children.</p> <p>11. Appropriates additional GF for adoption services in the amount of \$2.9 million in FY 02 and \$5.0 million in FY 03 (\$2.1 million additional) to fund anticipated increases of 16% and 10% respectively.</p> <p>12. Provides additional funding for child care of \$11.3 million in FY 02 and \$30.5 million in FY 03 (an additional \$19.2 in FY 03). Includes funding to adjust rates to the 1998 market study in FY 02 and the 2000 market study in FY 03 as well as funding for quality-related services.</p> <p>13. Replaces lost CDBG in the amount of \$542,600 with CCDF funds to continuing funding of 16 existing child care staff; adds \$303,800 CCDF for 6 staff to perform administrative reviews.</p> <p>14. Requires DES to obtain Title XIX</p> | <p>match for the Developmental Disabilities Employment Support program and frees up \$2.3 million GF to be replaced with Title XIX. This will have no impact on clients or services.</p> <p>15. Eliminates Employment Transition, Employment Retention and Job Skills, Post-Employment Training, Domestic Violence Victims Job Training, Wheels to Work Promotion, and Rural Technical Business Assistance; makes minor adjustments (\$426,800 over biennium) in JOBS line item. Overall Jobs-related lines are decreased \$13.2 million in FY 02 and \$12.4 million in FY 03. Requires that \$4.5 million be spent on contracts for education and training entities focusing on assisting clients in obtaining jobs paying, on average, \$10 per hour or more. Also allows that \$5.5 million may be used to provide services to promote job retention and career advancement of former TANF recipients.</p> <p>16. Appropriates \$573,800 in FY 02 and \$764,000 in FY 03 from the Spinal and Head Injury Trust fund to Vocational Rehabilitation.</p> <p>17. Provides \$3.6 million in one-time Reed Act funds in FY 02 to implement a new telephone-based remote claims process.</p> <p>18. Provides an estimated \$2.7 million in FY 02 and \$13.7 million in FY 03 for a 5% provider increase for community treatment program providers effective 4/1/02 and 4/1/03.</p> |
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Arizona Re-employment Rapid Access

By: R. Kirby Everingham

The Employment Security Administration (ESA) opened its second Arizona Re-employment Rapid Access (ARRA) center in Tucson. Tucson's center is currently staffed by 38 employees who are available to process initial claims for unemployment insurance benefits. Hiring has been through word of mouth and through the local Job Services offices. Most new hires are for seasonal full time claims agents. Some part time positions are available but most are full time. ARRA's goals are to pay unemployment benefits to Arizona workers in a more timely manner and give them access to re-employment services.



With a Phoenix center opened in October 2000, the opening of the second center in the state has created one "virtual" call center by linking both centers together by high-speed data voice lines. Currently, ARRA is serving the metropolitan Phoenix and Tucson areas.

Customers can apply from home, don't have to stand in line, don't have to drive into the Unemployment Insurance Office, and don't have to fill out a bunch of papers. Customers still have the option of filing for ben-

efits by going into a local office and filing out a paper claim. ARRA is proving that using telephones do make it more convenient and less expensive for Arizona residents to access unemployment insurance services.

This change in the unemployment insurance program has been a phased implementation of new technology, which ESA began in the greater Phoenix area. The balance of Arizona will be phased in over the next 18 months.

ARRA has made it easier for customers to apply for their unemployment insurance benefits but it hasn't changed the level of program protections. Claims will still be monitored to insure that payments are only paid to those with legitimate causes. Customers are still required to register with Job Service and must document their efforts to find suitable employment. Job Services staff will assist the customers in their job searches by providing them with current statewide labor market information, employment registration and referrals to employment.

Budget from page 8

Requires agencies to submit plans for implementation to the JLBC staff. VETO: The Governor vetoed the FY 02 funding for provider increases and has asked the legislature to make the FY 03 increase effective 7/1/02.

19. Increases GF by \$427,100 in FY 02 and \$535,600 in FY 03 (\$108,500 additional) for private lease increases.

*FY-Fiscal Year

*GF-General Fund

Career Achievements

20 Years:

Martha Alabado, DERS; Kathy S. Anderson, DDD; Marsha Bagwill, DBME; Carolyn L. Long, DDD; Susie A. Martin, DERS; Elaine A. Meade, DDD; Jay W. McEwen, DCYF; Carolyn Sinclair, DO/DPPD; Cornetta I. Wilson, DESS; Elsie Yoyokie, DBME; William Branch II, DERS; Stacy N. Fay, DDD; James C. Franklin, DBTS; Sylvia A. Ramirez, DCYF; Debra A. Walsh, DCYF; Manuel Abeyta, DDD; Herman Denetdale, DERS; Alba D. Doane, DCSE; Roy L. Henley, DBME; Laura L. Mikuta, DERS; Cozyetta Street, DDD; Dennis V. Tourville, DERS; Carol A. Zielinski, DERS.

25 Years:

Dolores A. Acuna, DBTS; Myrna S. Ayala, DACS; Mary A. Beauchamp, DBME; Mickey C. Gamez, DESS; Julene S. Hollenbach, DDD; June L. Holmes, DCYF; Debra C. Lackey, DBME; Angelica Vargas, DCSE; Billie B. Freeman, DBME; Marge J. Maston, DCSE; Rosie Nunez, DCYF; Robert Campbell Jr., DERS; Alexis Corelis, DDD; Bernard E. Hobson, DERS; Helen Jackson, DDD; Linda L. Jiron, DBTS; Ronald R. Lawrence, DCYF; Stella P. Martinez, DBME; Lena M. Mata, DERS; Patricia M. Morgan, DBME; Abby J. Napier, DBME; James M. Roberts, DBTS; Arlene E. Smith, DERS.

30 Years:

R. M. Francisco, DBME; Ofelia Q. Olivas, DBTS; Stella M. Rodriguez, DERS; Eugene Sherman, DDD; Angel Mendivil, DCSE; Andres G. Renteria, DERS; Sylvia A. Rivera, DDD; Patricia A. Stringfellow, DBTS.

35 Years:

David E. Daines, DDD.

Retirements

Leda Jane Bell	DDD	12 Years of service
Christine E. Dicken	DBTS	26 Years of service
John Drumm	DCSE	9 Years of service
Linda Henderson	DCYF	9 Years of service
Neal Young	DBTS	14 Years of service
Ruthanne Austinson	DCYF	25 Years of service
Cynthia A. Berger	DDD	10 Years of service
Susie Hernandez	DCSE	20 Years of service
Alice Naujokas-Hobson	DERS	26 Years of service
Loyd Rhyne	DCYF	25 Years of service
Michael Trier	DCSE	14 Years of service
Ruth Voytek	DBME	31 Years of service
Lorraine Wilson	DCYF	13 Years of service
James R. Amarillas	DERS	30 Years of service
Elizabeth A. Arrington	DBME	26 Years of service
Dolores Balboa	DBME	25 Years of service
Sylvia T. Crossley	DDD	09 Years of service
Roger Deshaies	DDD	07 Years of service
Alvin C. Griffin	DERS	10 Years of service
Clara A. Jones	DBME	16 Years of service
James Ledy	DERS	17 Years of service
Karl Alexander Sederholm	DERS	33 Years of service
Don Casson	DCSE	07 Years of service
David A. Kaminsky	DCYF	29 Years of service

Volunteers

The United Nations declared 2001 the International Year of Volunteers (IYV). Partners all over the world are recognizing and sharing traditions of Volunteerism. DES Volunteer programs across the state have been recognizing their volunteers, community organizations and private for profit agency partners during National Volunteer Week. Picnics, luncheons and other gatherings have highlighted these collaborations, this year's National theme. With the help of seven outstanding statewide contract providers, the Volunteer Administration has exceeded the FY 2000 performance measures after only three quarters. 8,427 traditional volunteers have contributed 416,994 hours. 4065 Jobs opportunities and Basic Skills (JOBS) clients were served and they contributed 421,844 hours in work experience training for a grand total of 12,492 volunteers and 838,838 hours. Thank you Volunteer Coordinators, Volunteers, DES staff and our community partners for helping in our IYV 2001 goals of engagement, awareness, empowerment, encouragement and recognition.

Call us at (602) 229-2746 and "Change The World-Volunteer"!

Bragging Writes

To Deborah Silva, Division of Children, Youth and Families, Globe

" I would like to thank you very much for your help. You took time and explained everything to us and were very patient and understanding through the whole process. You answered all of our questions and returned all of our calls. We truly appreciate all your hard work and dedication."

J.&D.

To Cindy Ellis, Division of Benefits and Medical Eligibility, Kingman

" Love, justice and compassion are man's most precious companions. Cindy, your love and compassion were a great consolation for me and my sister in our moments of need. You are a valuable example of the Lord's magnificent creations. Saying thanks is just not enough. We want to say that our love and thoughts will be with you always. Thank you."

S.D.

To Kelly Mooney, Division of Employment and Rehabilitation Services, Tucson

"This past year we discovered that I had made a mistake in figuring out the Unemployment Tax and Wage Report, as a result I had overpaid by over \$3,000.00. I was in a panic, I called the Unemployment office and spoke with Kelly. She was very helpful in every step of the way to correct this, immediately told me what to do and what forms to fill out. She is so professional and never made me feel worse than what I was already feeling. She told that she is doing her job only. I am 62 years old and I have spoken to and worked with a lot of people in my carrier, Kelly I would have to put up there at the top. Again thank you. "

L.E.

To Abigail Lujan, Division of Employment and Rehabilitation Services, Tucson

"Ms. Lujan is, without a doubt, the most professional case worker, the most compassionate listener and a just plain wonderful person. It was so pleasing to sit down to do business with Abby - you just looked forward to dealing with her. And through her assistance and my job consultant I am now employed at a company that I really enjoy working for. Thank you."

D.S.

To Laura Cook, Division of Benefits and Medical Eligibility, Buckeye

"I wish to commend your staff on a well done job and the fairness they showed to my case. Your staff were trained well in their chosen profession, they showed a sensitivity towards myself and other people at the same time they checked out all the information that I supplied to them before I even found out that I was accepted into the program. Your staff deserve a well done for the way they go about their jobs every day with a smile on their face. Thank you all again for caring, being that doesn't get you much thanks for what you all do.."

R.R.

To Astrid Janson, Division of Employment and Rehabilitation Services, Phoenix

"I recently had the opportunity to work with Astrid. She was a pleasure to work with and helped our company through the difficult transition. I sincerely appreciate her attitude, follow-through, hard work and dedication, which reflect the highest standards and honor your department and the State of Arizona. Thank you."

C.D.



Arizona Department of Economic Security

The Arizona Department of Economic Security is dedicated to promoting the well-being and self-sufficiency of individuals and families through the delivery of quality integrated services. Published for employees by the Office of Communications.

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TTY: Arizona Relay Service



Jane Dee Hull, Governor
John L. Clayton, Director

Arizona Department of Economic Security
1717 W. Jefferson, Site Code 050Z-1
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Quality Counts

The 2002 Spirit of Excellence Governor's Awards Program

By: Gloria Díaz

Governor Jane Dee Hull announced the 2002 Governor's Spirit of Excellence Awards Program to recognize quality, excellence, and continuous improvement in state government. Awards will be given to teams/projects within state agencies that continually excel and inspire others to achieve excellence.

ELIGIBILITY

All Arizona State government agencies, boards, commissions and universities are eligible.

LOCATION OF APPLICATIONS

Applications will be available at agency Human Resource and/or Quality Offices, the lobby of the Capitol (October & January) and the Office for Excellence in Government, beginning October 1, 2001. Applications are also available at www.governor.state.az.us/excellence

KEY DATES

October 1, 2001	Applications
October 17, 2001	Application Question & Answer Session
November 14, 2001	Application Question & Answer Session
February 1, 2001	Completed applications due to OEG *
Mid-April, 2002	Award recipients announced
May, 2002	A <i>Spirit of Excellence</i> Celebration

For further information regarding the Spirit of Excellence Awards Program please contact the Office for Excellence in Government at (602) 542-7546.

* Please note that the DES internal process requires all applications be submitted through the Office of Organization and Management Development one week prior to this date (January 25, 2002) so that we can coordinate our submissions.